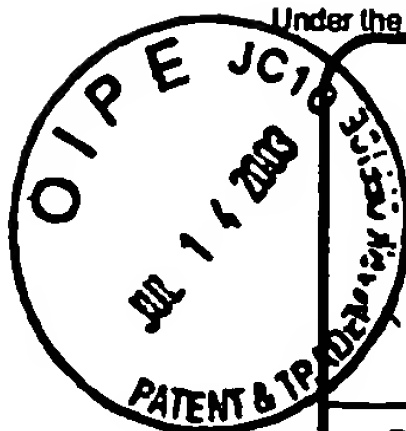


+

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

**Complete if Known**

Application Number	09/825,589
Filing Date	April 3, 2001
First Named Inventor	David Andre
Group Art Unit	2151 7623
Examiner Name	Unknown
Attorney Docket Number	BLPU.P001

(use as many sheets as necessary)

Sheet	1	of	1
-------	---	----	---

[illegible]

RECEIVED

JUL 16 2003

Technology Center 2100

[illegible]

**Examiner
Signature**

Date Considered

12-17-04

¹ Unique citation designation number. ² See attached Kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.

Burden Hour Statement: This form is estimated to take 2.0 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U. S. Patent and Trademark Office, Washington, DC 20231. **DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.**



PTO/SB/08A (08-03)

Approved for use through 07/31/2006. OMB 0651-0031

U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

Substitute for form 1449/PTO

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

(Use as many sheets as necessary)

Complete if Known

Application Number 09/825,589

Filing Date 04/03/2001

First Named Inventor David Andre

Art Unit 2151 362

Examiner Name unknown

Attorney Docket Number BLPU.P001

Sheet 1

of 2

U. S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)			
JG		US- 6,665,395 B1	12-16-2003	Busey et al.	
JG		US- 6,744,877 B1	06-01-2004	Edwards, Thomas J.	
JG		US- 6,661,889 B1	12-09-2003	Flockhart et al.	
JG		US- 6,771,764 B1	08-03-2004	Dezonno, Anthony J.	
JG		US- 6,389,132 B1	05-14-2002	Price, Robert B.	
JG		US- 6,449,646 B1	09-10-2002	Sikora et al.	
JG		US- 6,581,105 B2	06-17-2003	Miloslavsky et al.	
		US-			
		US-			
		US-			
		US-			
		US-			
		US-			
		US-			
		US-			
		US-			
		US-			
		US-			
		US-			
		US-			
		US-			

FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages Or Relevant Figures Appear	T ⁴
		Country Code ³ Number ⁴ Kind Code ⁵ (if known)				
JG		EP 0 863 651 A2	09-09-1998	Lucent Technolo		

Examiner
SignatureDate
Considered

12-17-07

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. ¹ Applicant's unique citation designation number (optional). ² See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 (1-800-786-9199) and select option 2.



PTO/SB/088 (08-03)
Approved for use through 07/31/2006. OMB 0651-0031
U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use as many sheets as necessary)		Complete if Known	
		Application Number	09/825,589
		Filing Date	04/03/2001
		First Named Inventor	David Andre
		Art Unit	2154 3623
		Examiner Name	unknown
Sheet 2	of 2	Attorney Docket Number BLPUP001	

NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
JCS		Institute of Electronic et al: "Performance modelling of automatic call distributors: assignable grade of service staffing". Proceedings of the International Switching Symposium. Yokohama, Oct. 25-30, 1992, Tokyo, IEICE, JP. Vol 2 Symp. 14, 25 Oct. 1992. Pages 294-298 XP000337733	
JCS		Jackson et al: "Queues with dynamic priority discipline". Management Science, Institue of Management	
JCS		Kleinrock et al: "Queueing systems volume 55-68 II: computer applications". Queueing Systems, J.C. B	

Examiner Signature		Date Considered	12-17-04
--------------------	--	-----------------	----------

*EXAMINER: Initial reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Applicant's unique citation designation number (optional). ² Applicant is to place a check mark here if English language Translation is attached. This collection of information is required by 37 CFR 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 (1-800-786-9199) and select option 2.

Substitute for form 1449A/PTO

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(use as many sheets as necessary)

Sheet

1

of

1

Completeness If K_n is known

Application Number	09/825,589
--------------------	------------

09/825,589

Filing Date	April 3, 2001
--------------------	----------------------

April 3, 2001

First Named Inventor	David Andre
-----------------------------	--------------------

David Andre

Group Art Unit

~~2151~~ 3623

Examiner Name	Unknown
---------------	---------

Unknown

Attorney Docket Number	BLPU.P001
------------------------	-----------

BLPU.P001

U.S. PATENT DOCUMENTS

[illegible]

FOREIGN PATENT DOCUMENTS

[illegible]

**Examiner
Signature**

Date _____

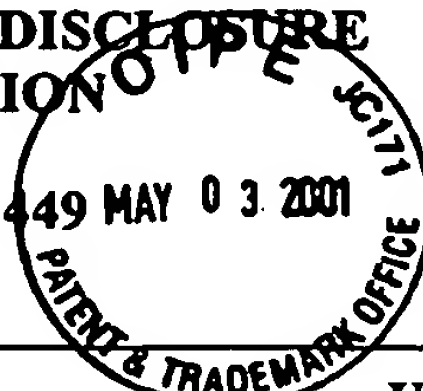
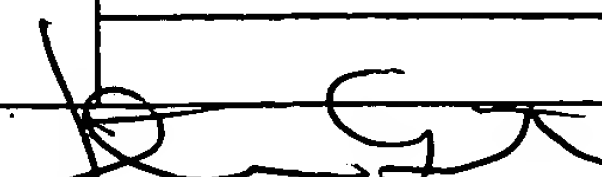
Considered

12-17-04


*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number. ² See attached Kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.

Burden Hour Statement: This form is estimated to take 2.0 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U. S. Patent and Trademark Office, Washington, DC 20231. **DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.**

INFORMATION DISCLOSURE CITATION PTO-1449 MAY 03 2001 		ATTY. DOCKET NO. 20191-701		SERIAL NO. 09/825,589			
		APPLICANT David Andre, et al.					
		FILING DATE 4/3/2001		GROUP N/A 3623			
U.S. PATENT DOCUMENTS							
EXAMINER'S INITIALS	PATENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE	
JCS	6,044,355	3/28/2000	Crockett, et al.	705	8	7/9/1997	
JCS	5,325,292	6/28/1994	Crockett	364	401	7/28/1994	
JCS	4,510,351	4/9/1985	Costello	179	27	10/28/1982	
JCS	5,185,780	2/9/1993	Leggett	379	34	10/12/1990	
JCS	5,289,368	2/22/1994	Jordan, et al.	364	401	10/12/1990	
JCS	5,369,570	11/29/1994	Parad	364	401	11/14/1991	
JCS	5,111,391	5/5/1992	Fields, et al.	364	401	10/5/1989	
JCS	5,195,172	3/16/1993	Elad, et al.	395	50	7/2/1990	
JCS	5,477,447	12/19/1995	Luciw, et al.	364	419.08	7/30/1993	
JCS	5,481,667	1/2/1996	Bieniek, et al.	395	161	2/13/1992	
FOREIGN PATENT DOCUMENTS							
EXAMINER'S INITIALS	PATENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
						YES	NO
						<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)							
EXAMINER 				DATE CONSIDERED 12-17-04			

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

INFORMATION DISCLOSURE CITATION PTO-1449 MAY 03 2001 U.S. PATENT & TRADEMARK OFFICE		ATTY. DOCKET NO. 20191-701		SERIAL NO. 09/825,589			
		APPLICANT David Andre, et al.					
		FILING DATE 4/3/2001		GROUP N/A 3623			
U.S. PATENT DOCUMENTS							
EXAMINER'S INITIALS	PATENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE	
JCS	5,917,485	6/29/1999	Spellman, et al.	345	336	5/7/1997	
JCS	6,021,403	2/1/2000	Horvitz, et al.	706	45	7/19/1996	
FOREIGN PATENT DOCUMENTS							
EXAMINER'S INITIALS	PATENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
						YES	NO
	WO 00/08556	17/02/2000	PCT	G06F	9/44	<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)							
JCS	Dennis Cox, "Handling Multi-Media Work"; A Pipkins White Paper; www.pipkins.com; March 12, 2001; Pages 1-3						
JCS	Pipkins, Inc.; "SkillSense™ Scheduling; www.pipkins.com; March 12, 2001; Pages 1-2						
JCS	Pipkins, Inc.; "Merlang® Algorithms; www.pipkins.com; March 12, 2001; Pages 1-2						
JCS	Dennis Cox; "Skill Based Routing vs. Skill Set Scheduling; A Pipkins White Paper; www.pipkins.com; March 12, 2001; Pages 1-6						
JCS	Pipkins, Inc.; "Skill Set Scheduling"; www.pipkins.com; March 12, 2001; Pages 1-4						
EXAMINER 			DATE CONSIDERED 12-17-04				

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.